

# MALCOLM EDWARDS

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## ABOUT ME

Collaborative I.T. Professional, good at bridging the gap between business users, customers, and technologists. I empower individuals and teams to achieve their goals by fostering teamwork, teasing insights out of data, ensuring quality, and facilitating collaborative problem-solving, ultimately driving professional and operational success..

## FUNCTIONAL EXPERIENCE

I.T. Management, I.T. Program Management, I.T. Service Management, Change Management, Configuration Management, Incident Management, Problem Management, Request Management, Service Desk, Service Mapping, ServiceNow, Quality Clouds, Workato, BMC Helix, Quality Assurance and Software Testing, Organizational Change Management, Agile Development, Business Analyst, Data Analysis and Visualization, Governance, Risk and Compliance, Platform Implementation and Migration Management, AML, BSA, CCPA/CPRA, FINRA, GDPR, GLBA, HIPAA, KYC, SOC2, SOX, Coaching and Mentoring, Data Privacy, Platform and Software as a Service (PaaS/SaaS), Cloud Computing , IVR, Geographic Information Systems and Analytic Cartography.

## SKILLS

ServiceNow Platform System Administration and Development, Microsoft Azure Cloud and DevOps Processes, Agile Development Processes, Software Test Management, Mathematica, R Statistical Computing, Excel, BMC Helix System Administration, KQL, SQL, Manifold GIS, PowerBI, SAAS, PAAS, Unsupervised Learning Methods, Natural Language Processing Chatbot Administration, JavaScript.

## PROFESSIONAL EXPERIENCE

### H&R Block

#### Program Manager Cloud Operations I.T. Service Management, 2016 - 2025

- Led IT Service Management, including ServiceNow System Administration, Platform Data Governance, Change, Configuration, Incident, Knowledge, Request, Problem Management processes, Service Mapping, CMDB management, Service Mapping and Discovery, and implementation of best practices in an Azure DevOps environment for continuous service improvement.
- Managed complex migrations and integration of ServiceNow, BMC, iOffice Facilities Management, Brass Ring Talent Management, Probotic Process Automation, ServiceNow IT Asset, Vulnerabilities, Supplier Risk, Human Resources Management, and the Employee Support Call Center.
- Product Ownership of the ServiceNow platform, created and groomed Agile stories, managing the story backlog for process and product maturation roadmaps.
- Facilitated and participated in stand up meetings and sprint retrospectives. Ensured platform integrity through architectural standards for best practices and development safeguards and quality assurance.
- Conducted and managed the onboarding of the Risk Management and Compliance business unit through platform training, data management, and process and workflow design, promoting data privacy and security compliance for CCPA/CPRA, GDPR, HIPAA, SOC2, SOX
- Supported the Desktop and End Point Support team for regular Incident Management and Request Management.

- Implemented process improvements using data-driven process optimization process improvements, and designed workflows to capture process performance measures. Leveraged data analytics and machine learning to identify trends, predict incidents, and to handle demand management.
- Managed relationships between internal business departments, end users, vendors, IT teams, and other stakeholders. Blended an advocacy for stakeholders with focus on best practices.

## **UMB Bank NA**

### **Manager of I.T. Service Management, Quality Assurance Manager, Senior Quality Assurance Analyst, 2006 - 2015**

- Led and mentored teams of I.T. service management and quality assurance professionals, directing ServiceNow administration, service desk operations, ServiceNow platform administration, and software testing processes and activities.
- Conducted the weekly Root Cause Analysis reviews, led the Change Advisory Board meetings, and served as the initial Incident Commander for major incidents at the Service Desk.
- Integrated ServiceNow processes with IT Asset service delivery and incident management,
- Managed CMDB and performed Service Mapping and Discovery efforts,.
- Facilitated compliance with AML, BSA, FINRA, GDPR, GLBA, HIPAA, KYC, and SOX frameworks.
- Pioneered Problem Management by coaching the I.T. Service Management team to design a proof of concept effort designed by them, and put them in positions to demonstrate and champion the process.
- Rebuilt the I.T. Service Desk from into a career foundational role, and optimized team performance and resource allocation by combining incident and call information, and giving the team greater responsibility for their work.
- Developed and executed comprehensive test strategies, including test planning, test case design, and test automation, ensuring adherence to regulatory requirements and industry best practices.
- Managed quality review and testing business requirements, functional specifications, and system technical designs.
- Fostered a culture of continuous learning and growth within the team, providing coaching and mentorship to support a greater sense of ownership and leadership among team members, and cultivate abilities for career advancement.
- Point of Contact for partnership with the IT Asset Management team, integrating ServiceNow processes and IT Asset service delivery and incident management. Partnered with project managers to establish plans, standards, and procedures to ensure testing processes and constraints.

## **GeoAccess, Inc**

### **Quality Assurance Team Lead, 1997 - 2006**

- Supervised and mentored five quality assurance analysts responsible for testing two annual major releases for Health Insurance Network analysis and data management.
- Managed the full life-cycle test effort across the desktop application portfolio, including flagship analytic cartography offering.
- Collaborated with developers to create demographic and geographic data testing methods to improve effectiveness of spatial data, cartography, and application's spatial analysis functionality.
- Conducted Geographic Information System Data Integration Testing with Census Bureau data and provided stakeholders with detailed progress reports, quality metrics, and risk evaluations.
- Created Knowledge Management resources for training and user support.

## **EDUCATION**

University of Missouri, Master of Arts, Geography  
 Washington University, Bachelor of Arts, Spanish and Portuguese  
 Pontifica Universidade Catolica do Rio de Janeiro, study abroad program

## **LANGUAGES**

Portuguese (fluent)  
 Spanish (fluent)  
 Levantine Arabic (basic)